Introduction

This document describes how to configure the Cisco Unified Communications Manager (CUCM) Native Call Queuing feature.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- CUCM 9 and higher versions
- Basic Call Hunt feature

Components Used

The information in this document is based on CUCM 11.X and higher versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

For CUCM, often its hunt pilot has more calls than its hunt member can handle at a given time. CUCM Native Call Queuing feature introduces the ability to hold hunt pilot callers in queue while they wait for an agent to become available.

Note: Native Call queuing feature allows up to 100 callers to be queued per hunt pilot.

Configure

Step 1. Navigate to Media resources > Music on Hold Source Page, as shown in the image:
Step 2. Create a new audio source, as shown in the image:

Step 3. Set Multicasting to the desired setting and set announcement parameters, as shown in the image:

Step 4. Select the Initial Announcement, as shown in the image:
Step 5. Select the Periodic Announcement, as shown in the image:

![Image of Announcement Settings with Periodic Announcement selected]

Step 6. Select the periodic announcement interval (the default is 30 seconds), as shown in the image:

![Image of Announcement Settings with Periodic Announcement Interval selected]

Step 7: Select the locale for announcements, as shown in the image:

![Image of Announcement Settings with Locale Announcement selected]

While the calling party is in queue the caller gets Music On Hold (MOH) treatment which depends upon the network MOH settings for that hunt pilot. There is option (Music on Hold audio source page and field is Initial announcement played) to first play initial announcement and then offer a call to hunt pilot. If the call is not answered by any of the agents, it places the caller on hold (in queue) and on success provided, it repeats the announcement (periodically provided) and music on hold.

Second option is to first offer the call to hunt pilot Directory Number (DN) and if the call is not answered, it places caller on hold (in queue) and on success provides an Initial announcement, repeated announcement (periodically provided) and music on hold.
Step 8. In the configuration page, navigate to **Call Routing > Route/Hunt > Hunt Pilot**, as shown in the image:

Step 9. A Hunt List must be defined and selected, as shown in the image:

Step 10. Select **Queue Calls** on the Hunt Pilot page to enable queuing for this Hunt Pilot, as
The Maximum number of simultaneous callers in queue for each Hunt Pilot is configurable from 1-100 (Default 32)

The maximum wait time in queue for each hunt pilot is configurable from 0 - 3600 (default 900)

For each hunt pilot, callers can be routed to configurable secondary destinations if:

- The Maximum queue wait is met
- The maximum queue capacity has been reached
- No agents are logged in or registered

**Step 11.** Select an audio source for MOH and Announcements, as shown in the image:
Step 12. Set the maximum number of calleers and maximum queue wait time, as shown in the image:

![Image showing configuration settings for maximum number of calleers and maximum queue wait time.](image)

- **Default** = 32
- **Default** = 900

Step 13. Lastly, configure the secondary routing if required, as shown in the image:

![Image showing secondary routing configuration settings.](image)

Verify

**Queue Status Softkey**

You can configure a new phone button template which has **Queue Status** option configured on any line of the phone. You are required to apply the phone button template on the corresponding phone, as shown in the image:

Once the phone button template is assigned to the phone, you can see **Queue Status** on the
Queue statistics are displayed, as shown in the image:
**Serviceability Counters**

New serviceability counters are added in the Real-Time Monitoring Tool (RTMT) under **Cisco Hunt Pilots** to the monitor queuing.

**Troubleshoot**

There is currently no specific troubleshooting information available for this configuration.